

Privacy Policy

Privacy Statement

We respect the privacy of every individual who visits our website. We take reasonable measures to ensure the privacy and confidentiality of any Personal Information provided to us on this site.

Use of Personal Information

We only collect information from that is necessary in the course of business and as required by law for making and securing reservations. We collect your name, email address, address, telephone number and credit card number and its expiry date. The primary purpose of capturing your e-mail address when you make a reservation with us is to send you a reservation confirmation.

There are times when you may choose to provide Personal Information about yourself and your business to assist us in meeting your various needs. For example, you may provide us with information about your personal preferences in hotel services, which helps us develop a unique Preference Profile to enable us to serve you better. At times, we may conduct surveys to better understand the needs of all of our customers.

We may also aggregate empirical statistics about our guests and provide these statistics to third parties, but we do not include any Personal Information that identifies individuals. We may also disclose your Personal Information when required to do so by law, including by Court Order or Statute.

Your personal information will not be sold, distributed or published in any manner whatsoever.

Security

We follow accepted industry standards to protect any personal information you have provided to us. However, please be aware that no method of electronic storage can ever be 100% secure. Therefore - as is the case with any organization - we are not in a position to guarantee the absolute security of your information.

If you decide to make an online reservation on our Website, you will be linked to a reservation interface and a third party booking engine provided by Onres systems. While it appears to be part of our Web site, the Booking Engine is in fact provided by a third party and is governed by its privacy practices. We understand that security remains the primary concern of online consumers and have chosen the Booking Engine Vendor carefully. The Booking Engine Vendor participates in the Godaddy Secure Web site Program.

Log Files and Cookies

This website utilizes industry standard analytics packages which gathers limited information on visitors to our website automatically, and stores this anonymous information in server log files. This information may include IP addresses, browser type, basic IP information, referring pages, operating system used and date/time stamps. This information does not identify individual users; it is used only for site administration, as well as for analysis of website usage and trends.

Additionally, cookies are used to provide easier and faster access to website features. Cookies are very small text files that are stored on personal computers for reference purposes. When you visit our website, a cookie from our site and/or third parties, like Sojern, may be placed on your device, which track your behaviour on this site or other third party sites. We do not link the information we store in cookies to any personally identifiable information you have submitted while on our site.

Policy Modifications

The Hotel reserves the right to change this Privacy Policy at any time and to publish changes without specific notification to the users of the Site.

Contacting the Hotel

Any questions concerning this Privacy Policy can be addressed to the General Manager. Contact details are listed on our Contact Us page.

Disclaimer

KelownaInnandSuites.com does not give any warranty or other assurance as to the operation, quality or functionality of the site. Access to the site may be interrupted, restricted or delayed for any reason.

KelownaInnandSuites.com also does not give any warranty or other assurance as to the content of the material appearing on the site, its accuracy, completeness, timelessness or fitness for any particular purpose.

To the full extent permissible by law, *KelownaInnandSuites.com* disclaims all responsibility for any damages or losses (including, without limitation, financial loss, damages for loss in business projects, loss of profits or other consequential losses) arising in contract, tort or otherwise from the use of or inability to use the Site or any material appearing on *KelownaInnandSuites.com*, or from any action or decision taken as a result of using *KelownaInnandSuites.com* or any such material.

KelownaInnandSuites.com contains links to external sites.

KelownaInnandSuites.com is not responsible for and has no control over the content of such sites. Information on *KelownaInnandSuites.com*, or available via hypertext link from *KelownaInnandSuites.com*, is made available for the convenience of users only and without responsibility on the part of *KelownaInnandSuites.com*. A link to an external site does not imply an endorsement of the views, information or products provided or held by such websites. *KelownaInnandSuites.com* disclaims all responsibility and liability (including for negligence) in relation to information on or accessible from *KelownaInnandSuites.com*.